



Customer Assistance Storm Team

Storm Information

Frequently Asked Questions & Answers

If this is an EMERGENCY call 911 for police, fire, and paramedics.

Q Need sandbags

A Call your local Fire Department to see if they have sandbags and sand on hand. This will depend on the event.

Q Flooded county roadway (City roads refer to appropriate city)

A To report road damage, damaged traffic signs, malfunctioning traffic signals, roadway flooding, or other storm related roadway hazards call the MCDOT dispatcher at 602-506-6063, Monday–Friday from 6:00AM–4:30PM.

Q County road closure

A Map is posted on MCDOT's web site at <http://www.mcdot.maricopa.gov/> (under "Services").

Q Non-County road closure or flooding

A Residents in cities/towns should contact their community: <http://www.fcd.maricopa.gov/home/faq.aspx>

Apache Junction	480-982-1055	Litchfield Park	623-935-5033
Avondale	623-333-4200	Mesa	480-644-4292
Buckeye	623-349-6200	Paradise Valley	480-348-3693
Carefree	480-488-3686	Peoria	623-773-7600
Cave Creek	480-488-6620	Phoenix	602-262-4960
Chandler	480-782-3000	Queen Creek	480-358-3000
El Mirage	623-935-6405	Scottsdale	480-312-2356
Fountain Hills	480-816-5114	Surprise	623-222-3451
Gila Bend	928-683-2255	Tempe	480-350-8288
Gilbert	480-503-6848	Tolleson	623-936-7111
Glendale	623-930-3656	Wickenburg	928-684-5451
Goodyear	623-932-3110	Youngtown	623-933-8286
Guadalupe	480-505-5380		

Q Drainage question (not floodplain)

A To file a Drainage Complaint in unincorporated Maricopa County contact Planning & Development at 602-506-3301, Monday–Friday from 8:00AM–5:00PM (within a city/town refer to the applicable community above). Requests are required in writing. The electronic form is at <http://www.maricopa.gov/planning/OnlineServices/ReportACodeViolation.aspx>

Q Concern with a Flood Control District dam, channel, or other structure?

A Contact Flood Control District Operations & Maintenance at 602-506-4723 or 602-506-4873, or go to <http://www.fcd.maricopa.gov/Projects/OAM/oam.aspx>

Phone Numbers and Web Sites

Food, Domestic Water, Septic Systems

Environmental Services Department 602-506-6616 <http://www.maricopa.gov/EnvSvc>

Hazardous Materials in Wash, Dead Animals in Wash

Department of Public Health 602-506-6900 http://www.maricopa.gov/public_health

Evacuations

Department of Emergency Management 602-273-1411 http://www.maricopa.gov/Emerg_Mgt

Issues in Floodplains, District Structures

Flood Control District of Maricopa County 602-506-1501 <http://www.fcd.maricopa.gov>

Flooded County Roads, Road Damage, Signs Down, Signals Inoperable

Maricopa County Dept. of Transportation 602-506-8600 <http://www.mcdot.maricopa.gov>

Drainage Complaints

Planning & Development Department 602-506-3301 <http://www.maricopa.gov/planning>

Other Agencies

Arizona Department of Transportation 602-712-7355 <http://www.azdot.gov>

Arizona Public Service (APS) 602-371-7171
http://www.aps.com/main/services/OutageCenter/OutageCenter_10.html

Salt River Project (SRP) 602-236-8888 <http://www.srpnet.com/contactus>
<http://www.srpnet.com/safety>

National Weather Service <http://www.nws.noaa.gov>

Federal Emergency Management Agency <http://www.fema.gov>
FEMA Flood Smart <http://www.floodsmart.gov>

Local News

AzCentral.com <http://www.azcentral.com>

KTVK-3TV <http://www.azfamily.com>

CBS 5 <http://www.kpho.com>

Fox 10 <http://www.myfoxphoenix.com>

KPNX 12 News <http://www.azcentral.com/12news>

ABC 15 <http://www.abc15.com>

Telemundo News http://msnlatino.telemundo.com/noticias/Noticiero_Telemundo

Univision News <http://www.univision.com>